

Information Technology

Unit 14: IT Service Delivery

Part B

Sample assessment material for first teaching
September 2017

Supervised hours: 8 hours

Paper Reference

20161K

You must have:

Outline_Service_Strategy.rtf

Define_IT_Services_Catalogue.rtf

IT_Service_Management_Implications.rtf

Instructions

- You will need your research notes from **Part A** (maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** should be taken at any time during the period of 3 weeks timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer **all** activities.

Information

- The total mark for this task is 68.

Turn over ►

S59203A

©2017 Pearson Education Ltd.

1/1/1/1/1/1/1/1/1



Pearson

Instructions to Teachers/Tutors and/or Invigilators

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for candidate use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Teachers/tutors may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Teachers/tutors and invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learners' notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

Maintaining Security

- Learners must not bring anything into the supervised environment or take anything out.
- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.
- Internet access is not permitted.
- Learner's work must be regularly backed up. Learners should save their work to their folder using the naming instructions indicated in each activity.
- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.
- Learners can only access their work under supervision.

- User areas must only be accessible to the individual learners and to named members of staff.
- Any materials being used by learners must be collected in at the end of each session, stored securely and handed back at the beginning of the next session.

Outcomes for submission

Each learner must create a folder to submit their work. Each folder should be named according to the following naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete the set task, as given in the set task brief. This material must be in a hard copy format.

Outcomes for submission

You must create a folder to submit your work. Your folder should be named according to the following naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

You will need to submit 5 PDF documents, within your folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

You must complete an authentication sheet before you hand your work into your teacher/tutor.

BLANK PAGE

Set Task Brief

Jaten Training & Recruitment Agency is based in Manchester and works with football clubs in the north of England. The clubs have teams playing in local junior and senior leagues.

The agency supplies qualified administrators, coaches and physiotherapists to the football clubs. It also provides courses in administration and football coaching for staff working at the clubs.

Jaten Training & Recruitment Agency currently employs 13 staff at its Head Office (HO) situated in Manchester on the 5th floor of a dedicated building that houses different types of business. There are additional training staff based at the local football training centre in Wythenshawe, where the company runs the training courses.

Head Office	
Location	Manchester
Number of staff	13 – Manager, Personal Assistant, Receptionist, Recruitment Staff (2), Trainers (6), IT Technicians (2)
Staff information	<p>Manager Oversees the running of the company and approves all courses.</p> <p>Personal Assistant Approves all training courses and carries out checks to ensure all staff have the necessary qualifications and are eligible to work within the industry. Responsible for maintaining secure records for both the recruitment and training sections of the business.</p> <p>Receptionist Deals with all internal and external queries.</p> <p>Recruitment Staff Allocates physiotherapists, coaches and administrators to clubs once all checks have taken place.</p> <p>Trainers Organise and deliver the courses for administration and football coaching. They are also responsible for the assessment of delegates.</p> <p>IT Technicians Maintain the network and all computer systems and ensure that all data and information is maintained securely.</p>
Premises	Located on the 5th floor with: <ul style="list-style-type: none">• an office for the Manager• an office for the PA• a reception area• a secure purpose-built room for the IT Technicians• a room for the Recruitment Staff• an open plan working environment for the Trainers• a boardroom that is used for meetings between clubs and staff.

Training Centre	
Location	Wythenshawe
Number of staff	5
Staff information	<p>Training Assistants</p> <p>Ensure that facilities and materials for each course are prepared as required, e.g. delegate packs, equipment, refreshments.</p> <p>Assist with the delivery of the training sessions. Gather and store suitable evidence for assessment.</p>
Premises	Training centre with four classrooms, a state-of-the-art gymnasium and two full sized football pitches.

In the future, Jaten Training & Recruitment Agency is looking to expand by providing the following additional services.

1. Online booking system for clubs to register with Jaten Training & Recruitment Agency and book onto available courses.
2. Online e-Learning programmes of study where delegates can study theory-based subjects.

Part B Set Task

You must complete ALL activities within the set task.

Produce your documents using a computer.

Save your documents in your folder ready for submission using the formats and naming conventions indicated.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

Jaten Training & Recruitment Agency has been successfully delivering its service for the past six years. The agency has employed you to design a new IT service solution by applying the IT service life cycle, while considering alternatives and the delivery implications these may have on the current and future needs of the organisation.

Activity 1: Outline IT service strategy

Produce an outline IT service strategy using the template **Outline_Service_Strategy.rtf** for Jaten Training & Recruitment Agency's current and future needs.

Your service strategy should:

- identify Jaten Training & Recruitment Agency's IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the organisation and its customers
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as
activity1strategy_[Registration number #]_[surname]_[first letter of first name]

You are advised to spend 1 hour on this activity.

(Total for Activity 1 = 8 marks)

Activity 2: IT service catalogue

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the organisation. Use the template **Define_IT_Services_Catalogue.rtf**

Save your completed service catalogue as a PDF in your folder for submission as
activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

You are advised to spend 1 hour on this activity.

(Total for Activity 2 = 8 marks)

Activity 3: IT service delivery solution

Produce a design for an IT service delivery solution that will meet the current and future needs of Jaten Training & Recruitment Agency and its customers.

You should include:

- information requirements
- data requirements
- hardware and software service options
- managing infrastructure and users.

Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as
activity3solution_[Registration number#]_[surname]_[first letter of first name]

You are advised to spend 3 hours on this activity.

(Total for Activity 3 = 20 marks)

Activity 4: Management report evaluating the solution

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Jaten Training & Recruitment Agency.

It should include:

- an assessment of the appropriateness of your solution
- a comparison with alternative solutions that could be used
- a rationale for choosing your solution over the alternatives.

Save your completed report as a PDF in your folder for submission as
activity4evaluation_[Registration number#]_[surname]_[first letter of first name]

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 4 = 12 marks)

Activity 5: IT service management implications report

Produce a report using the template **IT_Service_Management_Implications.rtf**

Analyse the IT service management implications for Jaten Training & Recruitment Agency of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the organisation's services and products
- managing and supporting users
- managing and supporting the organisation's customers
- managing the organisation's IT assets.

Think about how each area will be affected by:

- constraints, such as legal requirements, security issues, resource limitations
- changes in the organisation's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as
activity5implications_[Registration number#]_[surname]_[first letter of first name]

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 5 = 16 marks)

(Total for technical language in Task = 4 marks)
TOTAL FOR TASK = 68 MARKS